



Rutland Region Chamber of Commerce

# Courier

serving the Rutland Region for over 100 years

January 2009

Courier

Volume 23, Number 1

## RRCC/REDC Begin Legislative Events



RRCC/REDC Public Policy Committee Chair Larry Jensen addresses members of the Rutland County Delegation and community leaders at the Annual Legislative Reception

The Rutland Region Chamber of Commerce and Rutland Economic Development Corp. unveiled their joint Public Policy Statement for 2009 at the annual Legislative Reception with the Rutland County Delegation hosted by RRCC, REDC and Rutland Region Transportation Council and sponsored by the Rutland Herald on December 2, 2008. The Public Policy Committee statement addresses 11 important topics and is available by calling the RRCC office or visiting [rutlandvermont.com](http://rutlandvermont.com).

Thank you to the following Legislators who attended the Legislative Reception: Rep.

Peg Andrews, Rep. Joe Baker, Rep. Bill Canfield, Sen. Bill Carris, Rep. Gale Courcelle, Rep. Andrew Donaghy, Rep. Peter Fagan, Rep. Peg Flory, Rep. Eldred French, Rep. Steve Howard and Rep. Patti Komline.

The RRCC/REDC Legislative Breakfast Series sponsored by TD Banknorth will kick off on January 5, 2009-7:30am at South Station Restaurant featuring Governor Jim Douglas. A RSVP will be required (\$10.00pp). The remaining breakfasts will take place at the Franklin Conference Center on February 2nd - Topic: Energy, March 16th - Topic Transportation and April 13th - Hot Topic. Our annual bus trip to Montpelier sponsored by OMYA will take place on February 11th.

For more information on the Public Policy Committee or Legislative Breakfast series call 773-2747.

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Calendar/Buy Local Inserted

## Welcome New Members

### Staff

**Thomas L. Donahue**

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**Penny J. Inglee**

Marketing & Project Manager

**Joan Hill**

Director of Membership Development

**Ann Marie Clifford**

Information & Finance Manager

### Committee Chairs

#### Public Policy Committee

Larry Jensen

747-1611

#### Membership Development

Steve White

775-0510

#### Special Events

Donna Blight

775-6062

#### Tourism Marketing

773-2747

#### Transportation/Airport

Joe Giancola

773-6251

#### Crossroads of Vermont Partnership/ Regional Marketing Program

Tom Donahue

773-2747

#### Winter In August

Donna Blight

775-6062

### Coviello's Pizza Express

Rob Johnson or

Andrew Coviello

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Email: nysicsol@hotmail.com

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### Leo's Inc. dba Waffle Cabin

Ingrid Heyrman

20 Moonbrook Dr.

Rutland, VT 05701

Ph: 773-9575 Fax: 773-9575

Email: ingrid.heyman@wafflecabin.com

www.wafflecabin.com

Manufacturer and retailer of specialty Belgian sugar waffles catering to ski resorts mainly in New England.

### Southern Vermont

#### Endodontics

Cheryl Lang Ullman, DMD

71 Allen St.

Rutland, VT 05701

Ph: 773-7767 Fax: 775-7667

Email: office@vtendodontics.com

www.vtendodontics.com

Dr. Ullman has been practicing endodontists since 1980 and practicing in Vermont since 1990. An endodontist is a dentist who specializes in root canal treatment to remove damaged tissue from inside the root canals of a tooth. Practice is limited to Endodontics.

## December Chamber Mixer



Pictured (L to R): Karen Craig and Jan Rouse of Castleton State College and Bill and Debbie Scranton of Scranton Appraisals

Chamber Members enjoyed the great food and holiday cheer at the December Holiday Mixer held at Heritage Family Credit Union.

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by the:

**Rutland Region**

**Chamber of Commerce**

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www.rutlandvermont.com

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Layout/Content - Penny J. Inglee

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## Computer Ease By: Larry Gold

### *File Sharing... 'tis the season to share*



The basic premise we start with is, that there are files on one computer that you would like to make available to all of the computers on the network. What does “on the network” mean? Typically, this is the situation. You have some kind of high-speed internet access, and you have a router. The router is what makes the internet available to all the computers that you have connected to it. Guess what? It also means that all the computers connected to the router, should be able to talk to each other. In the November issue, we covered this. So, if all the computers are in the same workgroup, and have different names, than the next step is to enable file sharing on the computer that has the files you want to share. Go to the folder that has the files, and right click on it. In the menu you get, choose “sharing and security”. In here, you click on the link that says enable file sharing, and if you get a warning, choose, “just enable file sharing”. Now you can choose “share this folder”, and give it a name. To make it easy, use a short description that you will recognize from the other computers. Also, check the box “allow network users to change my files”, and OK your way out of there. Now, go to one of the other computers, and open “My Network Places”, and start looking for the new network share. In time, Windows will display the share automatically, but if you want to go there directly, go up to the address bar and type “//name of the other computer” and hit the enter key. What you should see now, operative word being should, is the folder being shared by the other computer. Double click to open it, and there are the files that are now being shared with the network. Word to wise, everyone on the network can now see those files, so backup often!

For additional information, call Larry Gold at 773-6065 or go to [www.computer-ez.net](http://www.computer-ez.net)

### Board of Directors

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TD Banknorth  
**Second Treasurer**  
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Heritage Family Credit Union  
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**Larry Jensen**  
Rutland Health Foundation

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Town of West Rutland  
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Kenlan, Schwiebert,  
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**Jerry Hansen**  
SIGH Enterprises  
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Member At Large

#### Ex-Officio Members

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Rutland Regional  
Planning Commission  
**Michael Coppinger**  
Downtown Rutland Partnership  
**Jamie Stewart**  
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## Free Rent For A Year Grant Contest

The Downtown Rutland Partnership is offering free rent for a year through their grant contest.

For an application go to [www.rutlanddowntown.com](http://www.rutlanddowntown.com) or call 773-9380.

## From Our Members

**Comfort Inn** is offering rooms to Chamber Members for \$39 per night for winter emergency travel accommodations. Call 775-2200 for more information.

**Mount St. Joseph Academy** is in need of volunteers for their Development Office. If you have basic office and/or computer skills or would like to help at one of their events call 775-0151.

**Rutland Area Visiting Nurse Association and Hospice** has been named to the HomeCare Elite compilation of the most successful Medicare-certified home health care providers in the United States for the third year in a row. This annual review identifies the top 25% of agencies ranked by an analysis of performance measures in quality outcomes, quality improvement and financial performance.

**Rutland Area Visiting Nurse Association and Hospice** recently recognized Audrey Eary, RN, COS-C as its 2008 Employee of the year. Eary was honored for her superior work ethic and commitment to the agency. Also honored

were recipients of RAVNAH's HEALTHMatters awards including home healthcare aides Nanette Daly, LNA and Patricia Tripp, LNA who shared the Honesty award; home healthcare aid Roberta Williams, LNA, Excellence award; pediatric high-tech manager Mona Rickert, RN, Attitude award; clinical support technician Marcia Feiereisen, Teamwork Award; and homecare nurse Margaret Bersaw, LPN, Helpfulness award. Information systems specialist Heather Bourque received the Special Recognition award for her significant contributions to technologically advancing the agency.

**Rutland United Methodist Church** is pleased to announce that Rev. Deborah Estey was appointed pastor of the church recently. Rev. Estey served for 13 years in the Shaftsbury and Bennington United Methodist Churches. For more information call 773-2460.

**Rutland Veterinary Clinic and Surgical Center** announces Rob Macpherson, DVM is the new owner and medical director of the clinic. The current staff and veterinarians Patricia Hannegan, Robin Crossman and Heidi Horvath remain with the practice.

**Thrive Center of the Green Mountains** is pleased to announce that Dr. Joseph Donohue is now accepting State of Vermont Health Insurance for Chiropractic Care. For more information call 466-2499.

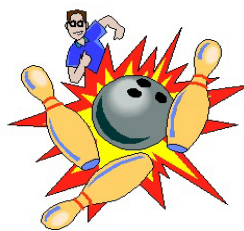
**Town of Rutland Planning Commission** will hold a meeting on Rutland Town's economic future on January 15<sup>th</sup> - 6pm at the Rutland Town Office. This will be a facilitated discussion to provide the Rutland Town Planning Commission with guidance as they develop a section of the Town Plan that clearly states the towns goals and strategies. For more information call 773-2528.

**VIT Worldwide Videoconferencing**, the state's nonprofit videoconference service reminds local businesses that videoconferencing is available in Rutland at Stafford Technical Center. VIT can connect people throughout the world and is a high quality service and a low cost alternative to traveling. For more information call 728-1455 or email: [khelgason@vitlink.org](mailto:khelgason@vitlink.org).

### Great Member Benefit

**\*\*Free\*\***

Notary Services  
for Chamber  
Members  
Monday-Friday  
8am-5pm at the  
RRCC offices,  
256 N. Main St. Rutland.  
Call 773-2747  
for more information



**Advanced Discounted Bowling Tickets available through the Chamber Office.**  
**Rutland Bowlerama is offering tickets for \$2.50 per game, \$1.00 off.**

**RRCC is no longer selling Movie Passes as Cinemanorth Corporation has ended the discounted pass program**

# RRCC Business Show Set for March 10th



Vermont Country Store displays their products at the RRCC Business Show 2008

Sign up now to reserve your space at the Rutland Region Chamber of Commerce Business Show 2009. The show is sponsored by Rutland Regional Medical Center.

This years show will be held at the Holiday Inn on March 10, 2009 from 4:00-7:30pm. With 85 vendor spaces available we've been able to sell the show out each year and expect the same this year.

The RRCC Business Show exhibitors are usually a diverse group of members who have chosen to exhibit everything from home services, air services, real estate and new and used cars. It's a great way to get your business name out to hundreds of people.

An exhibitor contract is enclosed in this issue of the Courier. Spaces are sold on a first come, first pay basis with a limit on electricity and wall locations, so get your form in early.

Call the Chamber office at 773-2747 for more information or go to [www.rutlandvermont.com](http://www.rutlandvermont.com).



East Creek Catering offers food samples at the RRCC Business Show 2008

## November 2008 Website Report

### Top Chamber Web Site Member Listing Page Views

- |                    |  |                    |
|--------------------|--|--------------------|
| 1. Attractions 736 |  | 6. Services 133    |
| 2. Lodging 711     |  | 7. Health 75       |
| 3. Restaurants 623 |  | 8. Automotive 58   |
| 4. Retail 364      |  | 9. Associations 56 |
| 5. Real Estate 168 |  | 10. Consultants 50 |

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### Other Top Page Views of Interest

Calendar 1,204  
Photo Album 585

Things To Do 743  
Shopping 501

Jobs 226  
Wedding 137

## Workers' Comp. Corner

### Project Road Safe

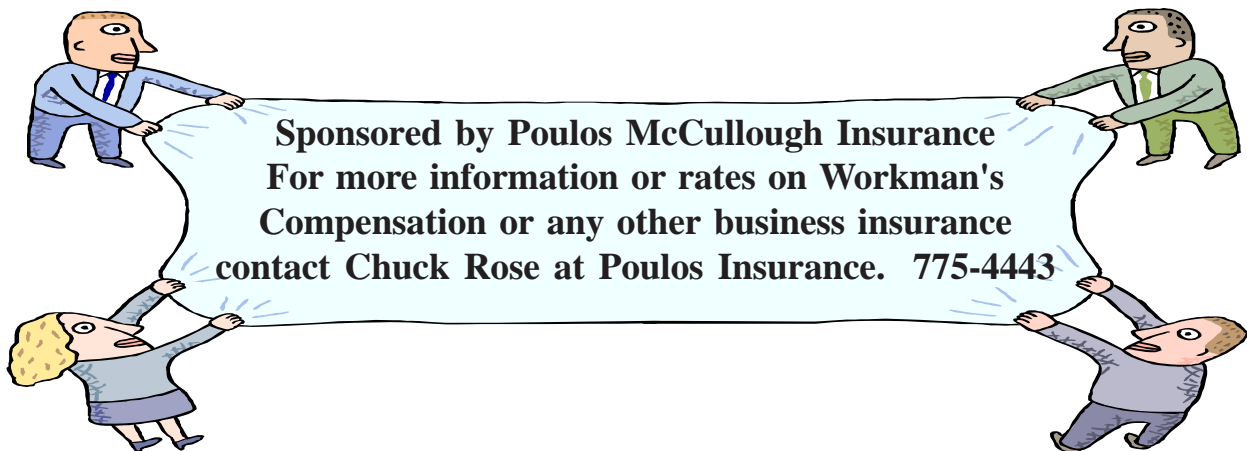
The indisputable fact, based on extensive research is: traffic crashes are the leading cause of death in the workplace.

Today's workplace is not the workplace of a generation ago when the primary focus was on manufacturer's production lines, or businesses dependent on repetitive motion or action to produce a product, or movement of materials within a shipping, receiving or storage area.

Today's workplace has expanded way beyond the commonly held belief that on-the-job injuries occur on the assembly line. Today's workplace has become mobile and has moved to the highways and byways that crisscross our state and nation.

By definition, a workplace is a place where commerce is conducted. This means our highways are workplaces and motor vehicles are tools used for the delivery of products and services.

The proper use of tools in the workplace ensures safe working conditions. The ripple effect of that is a reduction in the cost of doing business and an increase in production enhancing the bottom line of a business.



### 2009 Upcoming Chamber Events

- January 5:** RRCC/REDC Legislative Breakfast, featuring Gov. Jim Douglas, South Station Restaurant, 7:30am
- January 13:** RRCC Mixer @ Allen Pools & Spas, 5-7pm
- February 2nd:** Legislative Breakfast on Energy @ Franklin Conference Center, 7:30am.
- February 10:** RRCC Mixer @ Vermont Country Store, 5-7pm
- February 11:** RRCC/REDC Legislative Bus Trip to Montpelier.

### Informed Chamber Members Read the RRCC Courier

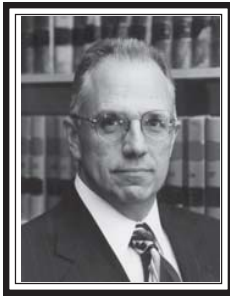


**Jack Merola**  
**TD Banknorth**

# Thank You To Our Contributors

The Rutland Region Chamber of Commerce would like to thank those who contribute articles for The Courier throughout the year.

These individuals provide vital business, education and health information to our membership on a regular basis: Jim Mongeon, State's Attorney; Nancy Burzon, Rutland Region Workforce Investment Board; Gigi Valley, Vermont Convention Bureau; Larry Gold, Computer-EZ; Lisa Donohue, Thrive Center of the Green Mountains.



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## Rutland Region Workforce Investment Board

**Nancy Burzon, Executive Director**

**"Looking for help with your Job Search?  
Help is on the way!"**

Jobseekers can get valuable help with their search through a series of workshops offered by The Leddy Group beginning in January. Peg Gibbud and her staff are professionals in the field of human resources and placement and are very familiar with the needs of employers in the greater Rutland region.

As a service to jobseekers, they are offering weekly workshops in a small group setting that will provide successful tips and techniques as well as individual counseling to participants.

Topics will include the following:

- \* How to prepare a resume
- \* How to complete an application form (including a check list of the information needed for this process)
- \* Examples of cover letters and other correspondence
- \* Conducting a successful interview and tips to handle potentially sensitive areas of your experience, such as disabilities, criminal history, etc.
- \* Questions you might be asked and questions you might want to ask
- \* Good practices for following up with potential employers
- \* Getting off to a good start in your new job.

The Rutland Herald, the Vermont Department of Labor and the Rutland Regional Workforce Investment Board are supporting and endorsing the workshops. There is no charge to participate. Look for additional information on dates and times in the Rutland Herald or for additional information, contact Peg Gibbud at [pgibbud@leddygroup.com](mailto:pgibbud@leddygroup.com).

## Enman Engineering New Location

The ribbon is cut at the new location of Enman Engineering, PC located at 61 Prospect St., Downtown Rutland.



Pictured (L to R): front: Tom Donahue, RRCC; Mike Coppinger, Downtown Rutland Partnership; Rep. Peg Flory; Blair Enman, owner; Claudette Enman, owner; Nicole Kesselring, Engineer; Tom Macaulay, Rutland Redevelopment Authority; Center Row: Marlene Cenate, Heritage Family Credit Union, RRCC Board of Directors; John Lapre, Technician; Alderman Joanne Slattery; Alderman David Dress; Back Row: Jerry Hansen, SIGH Enterprises, RRCC Board of Directors; Senator Bill Carris; Larry Jensen, Rutland Health Foundation, RRCC Board of Directors



## Membership Directors Update ~ Joan Hill



Hi Everyone,  
Happy New Year everyone!

Thank you to the Heritage Family Credit Union for hosting the December holiday mixer. The attendance was great and food was terrific.

Each month in the newsletter I will be highlighting a different chamber benefit to keep you informed of the advantages of being a member of the Rutland Region Chamber of Commerce.

January's Benefit of the Month is Cigna competitive health insurance program. This plan is offered through the Vermont State Chamber of Commerce and offers small businesses the opportunity to purchase health insurance. For more information, please call me at the Chamber office.

Welcome to our new members Coviello's Pizza Express, Southern Vermont Endodontics and Waffle Cabin. Congratulations to Rob Macpherson, DVM new owner of Rutland Veterinary Clinic and Surgical Center.

The Legislative Reception at the South Station sponsored by the Rutland Herald was a great success with many legislators present. The program was very informative and South Station did a wonderful food presentation.

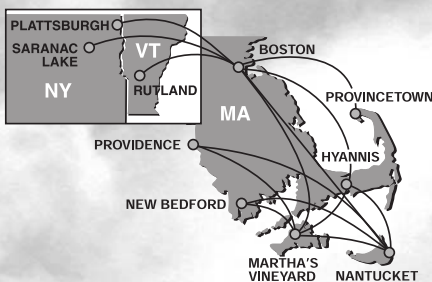
The Legislative Breakfast Series sponsored by TD Banknorth will kickoff on January 5<sup>th</sup> at 7:30am with guest speaker Governor Jim Douglas at the South Station Restaurant. Please call the chamber office to reserve your seat.

New Perk Card Additions: Coviello's Pizza Express is offering a 10% discount on any pizza and the Hampton Inn offers 10% discount off meeting room rental and 10% off hotel guest rooms (this cannot be combined with any other discount).

Congratulations to the Killington Ski Area on celebrating their 50<sup>th</sup> anniversary and to The Village Porch on their 2<sup>nd</sup> anniversary.

Join a committee, offer perk card discounts and get involved to receive the most benefits from your Chamber. I look forward to seeing you all at our next mixer at Allen Pools & Spas on January 13<sup>th</sup>.

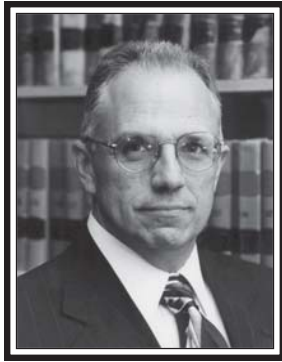
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## Merchants: Be Alert

by James P. Mongeon, State's Attorney

### NEW YEAR: New Deals

With the New Year comes the opportunity for business owners to review the business for the past year and make changes for the upcoming year. Some changes are sought by the merchant. But some changes happen when someone contacts the merchant offering a business plan or contract for services. The services can range from advertising to financial services.

**Know the Product.** In the current business climate, salesmen can be particularly vigorous. The first issue for you is to know the product that is being proposed to you. What is the general product line is always the first question. Ask yourself:

How can you make a decision if you do not know the general product?

How can you decide if the proposal is a good one if you do not know the general product?

**Compare Products.** Taking your time to look around and compare products can have two benefits: 1) You can get a superior product and 2) You can save money on a cost-benefit analysis. After all, it's YOUR money.

**Know the Vendor.** Do you know the vendor, reputation of the vendor, local location of the vendor? Your opportunity to control matters for now and for the future ends when you sign the contract and give the vendor your money or access to your account for monthly billing.

**Read the Contract.** Occasionally I am approached by a person who has signed a contract and now find that it is a very bad financial deal. In difficult financial times, those bad deals can make a difference in the bottom line. But once the contract is signed, it is a done deal. Even a challenge to the contract can be an expensive legal battle since the vendor will not willingly surrender to you since others may follow your lead.

## Sofas 'n More Value Center Showroom



Sofas 'n More has opened their Value Center Showroom in recognition of today's economy. The mission of the Value Center is to offer low priced furniture and accessories at the best possible prices by working with their vendors and minimizing costs.

Pictured (L to R): Jeremy Griffin; Earl Haynes, Rutland Herald; Anthony Epps; Joan Hill, RRCC; Barbara Chapleau; Mike Keogh; Denise Lafond; Norman Lash, owner; Pat Martin; Charlen Grobben; Angela Biederman

## Vermont Convention Bureau Update

### Gigi Valley, Director of Sales

#### Vermont Convention Bureau Celebrates 20 Years




The VCB held its twentieth annual meeting on December 9, 2008 at the Inn at Essex. Donna Wikstrand of Conference Hotels Unlimited was the keynote speaker. Donna, an independent meeting planner from the Boston area gave a presentation titled Tough Times Don't Last Tough People Do: Surviving the Times We're In. Donna offered insight, ideas and encouragement on how to get through the challenging times. Presentations were also given by Paul Richey, Chair of the VCB board of Directors, Gigi Valley, VCB Director of Sales and Tim Shea Interim Executive Director. Attendees enjoyed a visual production of the bureau's history.

Jim Glanville, Vice President & General Manager of the Inn at Essex was presented with the VCB Member of the Year award for serving an unprecedented two terms as chair of the Vermont Convention Bureau. The Woodstock Inn Sales Team was presented with the Vermont Convention Bureau's Southern Vermont Sales Team of the Year award. The Doubletree Hotel was the winner of the Vermont Convention Bureau's Northern Vermont Sales Team of the year award.

With more than 120 state wide members, the Vermont Convention Bureau's mission is to market the state as the preferred meeting, convention and event destination. For twenty years the Vermont Convention Bureau has connected meeting planners from across the country with Vermont's hospitality professionals. In the last decade alone the VCB along with member properties have booked more than 260,000 room nights with an economic impact of 76 million dollars for the state of Vermont. We look forward to continuing to serve meeting planners and the Vermont hospitality community in the years to come.

## January Chamber Meetings & Events

- 5 RRCC/REDC Legislative Breakfast featuring Governor Jim Douglas, South Station Restaurant, 7:30am. \$10 pp - RSVP Required
- 6 Special Events Committee, 8:30am
- 12 Public Policy Committee, 7:30am
- 13 RRCC Mixer @ Allen Pools & Spas, 5-7pm
- 26 Public Policy Committee, 7:30am
- 28 RRCC Board of Directors, 12:15pm



**The Rutland Region Chamber of Commerce fielded 856 phone inquiries during the month of November 2008**

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*invites you to the*

*January Chamber Mixer!*

*Tuesday, January 13, 2009 ~ 5-7pm*

*Location: 21 US Route 4 East, Mendon, VT*



*~ Hors d'oeuvres ~ Door Prizes ~*



**Next Month: Mixer at The Vermont Country Store  
February 10, 2009 ~5-7pm**